

**UPTON-UPON-SEVERN SURGERY**

**PATIENT NEWSLETTER July 2008**



### **EXTENDED HOURS SUMMER SESSIONS**

The new service of a programme of designated early, late and Saturday extended opening hours for routine appointments is continuing.

The service is to ensure patients can access routine pre-booked appointments conveniently to fit around work, school and other caring responsibilities. Emphasis has been placed on individuals who have difficulties accessing their GP surgery because of work commitments, commuting etc.

Following our pilot sessions when a small number of patients booked but did not attend, it would be appreciated if you are not going to attend that you cancel online on the day or telephone the day before so the slot can be re-allocated. Unfortunately the telephones out of hours remain diverting to the OOH supplier for the needs of emergency patients. Before 0800, after 1830 and at the weekend you are not able to telephone to cancel but the online system does work 24/7 and is very much encouraged for those with PCs at home. To register for the online services please ask for a form at reception and if you attend with a form of photo ID (photo driving licence or passport) we can register you immediately.

We will be open on 4 Saturday mornings: **12th July, 2nd August, 13th September, 27th September**  
Appointments will be available between 0900 — 1130.

We will be open late evenings between 1830 - 1930 on **Tuesday 1st July, Tuesday 8th July, Tuesday 22nd July, Tuesday 5th August, Tuesday 26th August, Tuesday 16th September**

We will be open for early appointments between 0720 — 0800 on **Wednesday 23rd July, Tuesday 29th July, Monday 11th August and Tuesday 19th August.**

As before these appointments are only for routine pre-bookable, they are not for 'on the day' or emergency service as the Primary Care Trust still provides the Out of Hours cover under contract. There will be a new OOH provider Take Care Now (TCN) from later this year.

The telephone will divert as before, for your convenience, directly to the emergency out of hours service. The surgery is not open for any other service. The extended hours appointments can be booked via the web site or by telephone between 0830 and 1830 as with all other appointments.

### **New services:**

We have commenced a programme in partnership with the Expert Patients Programme and courses are running from Upton Surgery during the summer. The interest has been so high that these will continue with new courses during the Autumn.

In September 2008 we are commencing a new rheumatology clinic in partnership with the Acute Hospitals Trust which will include a nurse specialist and a consultant clinic. The Chiropractor clinic run by Dinah de Wit is up and running and proving to be very popular.

The Tai Chi class has commenced run by Physiotherapist Amanda Snelson and was one of the clinics taking place during the recent visit by Their Royal Highnesses, The Prince of Wales and The Duchess of Cornwall.

An additional foot care clinic with Age Concern has commenced.

Occupational Therapy clinics are now operational.

### **Royal Visit**

The new stained glass windows were unveiled on June 10th when we were honoured to show The Prince of Wales and The Duchess of Cornwall round our Surgery. As well as the many clinical and community services on show, we had arranged a pictorial display of the July 07 floods that gave an insight for the Royal couple into the disaster and ongoing problems many patients and some staff have faced since that time.



### **Volunteers needed**

We have a number of schemes that we would like to get off the ground including a walk for health scheme and gardening project and an exercise scheme but we need some support. If there are any volunteers with an interest in supporting such schemes we would be pleased to hear from you. Please leave your details at reception and Philippa White or Gail Prasher will contact you. Where necessary full training is provided depending on the scheme.

### **Patient Participation Group.**

Any concerns or suggestions you would prefer to pass on to the Patient Participation Group please do so by leaving in an addressed envelope to Ruth Wain, Chair of Upton Surgery PPG and we will pass it on in confidence.

### **MIPP awards**

We are celebrating the news that the Surgery has been shortlisted for an excellence award and are down to the final three in the Design and Facilities Award section of the Management In Practice Awards 2008.

The Management in Practice Awards 2008 are designed to recognise excellence and innovation in the primary care setting. The Design and Facilities Award recognises the most innovative new build or renovation of a primary care surgery.

The surgery was also featured in the BMA caring for the NHS@60 publication.